

CHARLOTTE WATER

AT A GLANCE

FISCAL YEAR 2022

ALL INFORMATION CURRENT AS OF JULY 1, 2021, AND REPRESENTS FY21 TOTALS.



The City of Charlotte bought The Charlotte Water Works Company for \$226,400.

1899

The original Catawba River Pump Station was opened to provide drinking water and fire protection.

1911

Charlotte begins construction on two new wastewater plants, Sugar Creek and Irwin.

1927

The system has now reached more than 4,000 miles of water and sewer pipes.

1989

Charlotte Water employs a staff of 1,019 who serve over 1 million residents and has 304,029 active water service connections.

2021

1903

The first wastewater septic treatment plants were built.

1922

Vest Drinking Water Treatment Plant was built.

1948

A new industrial waste ordinance is created in order to keep pollution out of our creeks.

2015

Name is changed to Charlotte Water.

AWARD-WINNING UTILITY



NACWA PLATINUM PEAK PERFORMANCE AWARDS for Sugar Creek Wastewater Treatment Plant, Mallard Creek Wastewater Treatment Plant, McDowell Creek Wastewater Treatment Plant, and McAlpine Creek Wastewater Treatment Plant



UTILITY OF THE FUTURE TODAY AWARD for McAlpine Creek Wastewater Management Facility in Partnering & Engagement



WATER ENVIRONMENT FEDERATION'S ARTHUR SIDNEY BEDELL AWARD

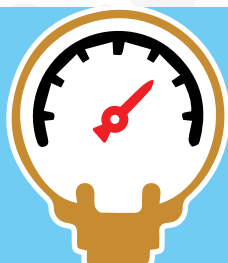


AMERICAN WATER WORKS ASSOCIATION'S GEORGE WARREN FULLER AWARD

WE MAINTAIN:

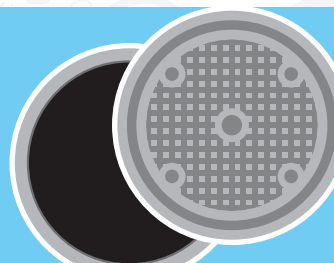
313,177

WATER METERS



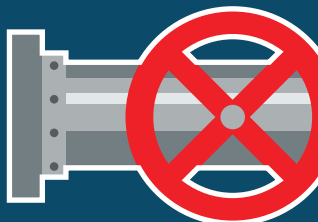
113,957

MANHOLES



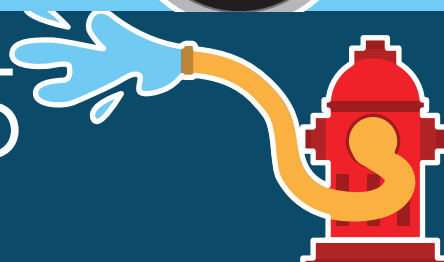
87,190

VALVES



17,925

HYDRANTS



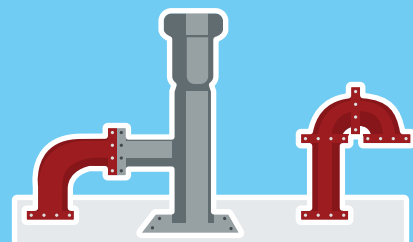
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WATER QUALITY
SAMPLING STATIONS



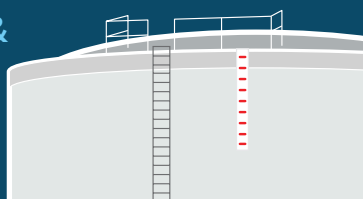
78

WASTEWATER
LIFT STATIONS



17

TREATED WATER
STORAGE &
BOOSTER
PUMPING
STATIONS



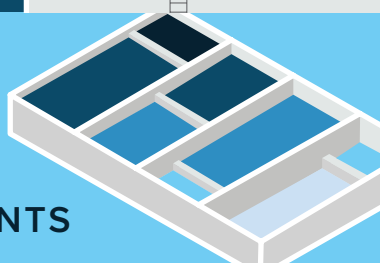
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WATER TOWERS



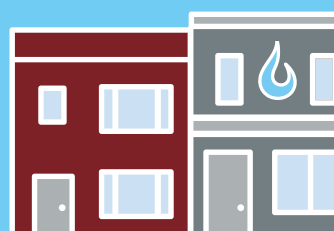
7

WASTEWATER
TREATMENT PLANTS



5

ADMINISTRATIVE &
LAB BUILDINGS



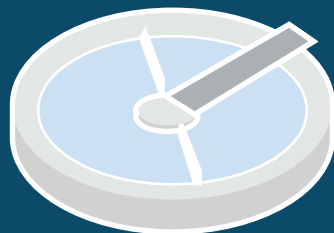
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FIELD OPERATION
CENTERS



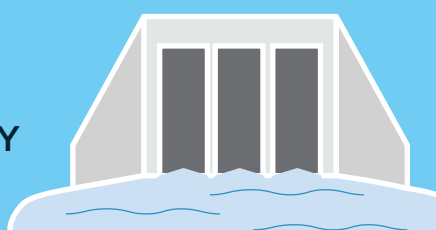
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WATER TREATMENT
PLANTS



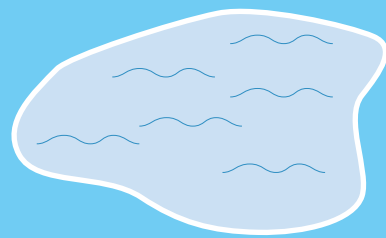
2

WATER SUPPLY
INTAKES



2

RAW WATER
RESERVOIRS



RATES & FEES

What is a Ccf?

Ccf is an abbreviation that represents 100 cubic feet, which equals 748 gallons.

WATER RATES

TIER 4 —————
Over 16 Ccf

\$10.03
per Ccf

TIER 3 ————
9-16 Ccf

\$5.29
per Ccf

TIER 2 ———
5-8 Ccf

\$2.29
per Ccf

TIER 1 ————
1-4 Ccf

\$1.77
per Ccf

+ Fixed Fees:

Covers the cost of servicing customer accounts

Water
\$4.22/month

Sewer
\$4.22/month

+ Availability Fees:

Covers the maintenance of infrastructure to provide 24/7 water & sewer service

Water 5/8-inch Connection Size: **\$1.29/month**

Water 1-inch Connection Size: **\$3.22/month**

Sewer 5/8-inch Connection Size: **\$8.70/month**

Sewer 1-inch Connection Size: **\$21.76/month**

+ Sewer Rates:

\$5.43 per Ccf of water used

+ Average Customer Bill*:

\$68.06 for a 7 Ccf customer per month

**doesn't include storm water fees*

+ Charlotte Water maintained a AAA rating from Fitch, Moody's, and Standard and Poor's

WASTEWATER



59 industries regulated to protect from the harmful pollutants



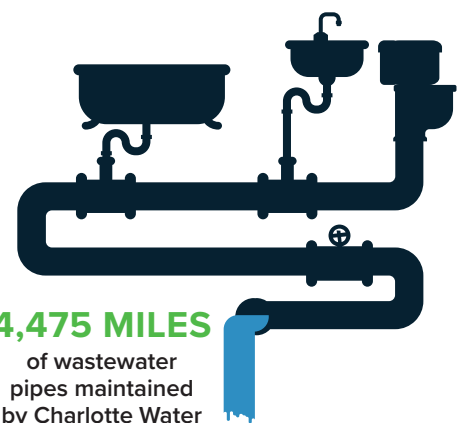
3,512 food service inspections completed to protect the system from sanitary sewer overflows



87.2 MILLION gallons of wastewater treated each day on average



854 miles of wastewater pipes cleaned to remove blockages before spills happen



4,475 MILES of wastewater pipes maintained by Charlotte Water



A HEALTHY ENVIRONMENT



CONSERVATION

5.8 MILLION kWh of energy is created with CHP (Combined Heat and Power System)

DRINKING WATER

109.7 MIL

The average amount of gallons of water pumped each day by Charlotte Water

0 Drinking Water Quality Violations
= A Healthy Charlotte

8,035 NACWA compliance tests
conducted by Charlotte Water's staff

4,482 miles of water pipes
maintained by Charlotte Water

VALUE OF A GALLON

How much water can you get for \$1?

29.4 GAL

MAINTENANCE

WATER

8.9 MILES

of water pipes replaced or
rehabbed last year



160 manholes replaced
or rehabilitated last year



441 high bill
investigations performed
per month on average

184,415

linear feet of new water pipes
installed last year *(includes donated)*



572 leaks repaired
last year *(includes mains)*



NORTH CAROLINA

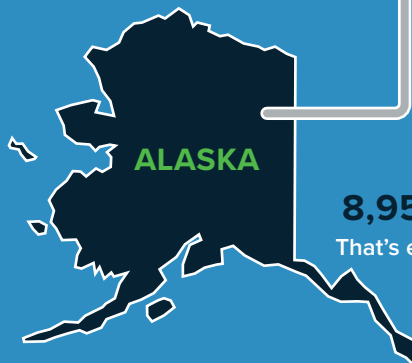
WASTEWATER

11.3 MILES

of wastewater pipes replaced
or rehabbed last year

279,178

linear feet of new wastewater
pipes installed last year
(includes donated)



ALASKA

8,957 miles of pipe maintained by Charlotte Water.
That's enough pipe to go **TO ALASKA** and back!

This is Charlotte Water's facts and figures at a glance for fiscal year 2022. Language translation is available upon request.

Estos son los hechos y las cifras de Charlotte Water de un vistazo para el año fiscal 2022. La traducción al español está disponible bajo petición.

Đây là sự kiện và số liệu của Charlotte Water, trong nháy mắt cho năm tài chính 2022. Bản dịch tiếng Việt được cung cấp theo yêu cầu.

Voici en un coup d'œil les faits et les chiffres de Charlotte Water pour l'exercice 2022. La traduction française est disponible sur demande.

这是夏洛特水务公司2022年财政年度的事实和数字。可根据要求提供中文翻译。

بلطال دن عحاتم ةيوجلل ةمجرتلل 2022 ماعل ةماع ءمئل يف رتوو تولراش تاداشراو قئاقح يه هذه.